CCHHS Board of Directors
Board Quality Dashboard
24 April 2015

Krishna Das, MD, Chief Quality Officer

Board Quality Dashboard

CCHHS QPS Committee Dashboard	CCHHS Board Metrics - Quality													
Data as of 04/02/2015														
PERFORMANCE MEASURES	CY 2014										CY 2015		TARGET	VARIANCE
	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb		
Stroger														
Core Measures	Monthly Composite													
Venous Thromboembolism (VTE) (%)	79	73	86	81	92	85	88	88	83	84	79	92	99%	-7%
Efficiency - Operating Room	Monthly %													
On-Time Start (%)	40	47	38	48	38	41	32	35	45	35	30	47	80	-33%
Safety	Total # of Events													
HAC: Pressure Ulcer Stages III & IV [1]	15	7	12	10	9	10	7	6	5	4	6	8		
HAC: Falls with Injury [2]														
HAI: CLABSI SIR [3]														
HAI: CAUTI SIR [4]														
Patient Experience														
Overall Rating of Hospital (% top box)	63	62	60	61	69	66	65	66	73	61	56	63	85%	-22%
Provident														
Core Measures														
Venous Thromboembolism (VTE) (%)	87	52	62	84	54	64	84	54	64	84	93		99%	-6%
Efficiency - Operating Room	Monthly %													
On-Time Start (%)	40	47	38	48	38	41	32	35	45	35	19	9	80%	-71%
Patient Experience														
Overall Rating of Hospital (% top box)	67	65	48	56	65	50	47	86	67	60	56	63	85%	-22%
ACHN														
Diabetes Control % with Hgb A1C < 9%	76		73		77			78			74	73	78%	-5%
Patient Experience: Moving Through Visit	66		68		68			67			65	68	75%	-7%
Patient Experience: Telephone Access	63		60		63			62			70	53	75%	-22%

LEGEND	FOOTNOTES
HAC: Hospital Acquired Conditions	[1] Adult discharges ($\geq$ 18) with LOS $\geq$ 5 days; per 1000
HAI: Hospital Acquired Infections	[2] All med/surg units and ICUs/CCUs; per 1000 patient-days
infections	[3] Eligible units include all units with laboratory confirmed event.
CAUTI: Catheter-associated urinary tract infections	[4] Eligible units include all units with confirmed event.

CountyCare Metrics

Prepared for: CCHHS Board of Directors

STEVEN GLASS, EXECUTIVE DIRECTOR, MANAGED CARE
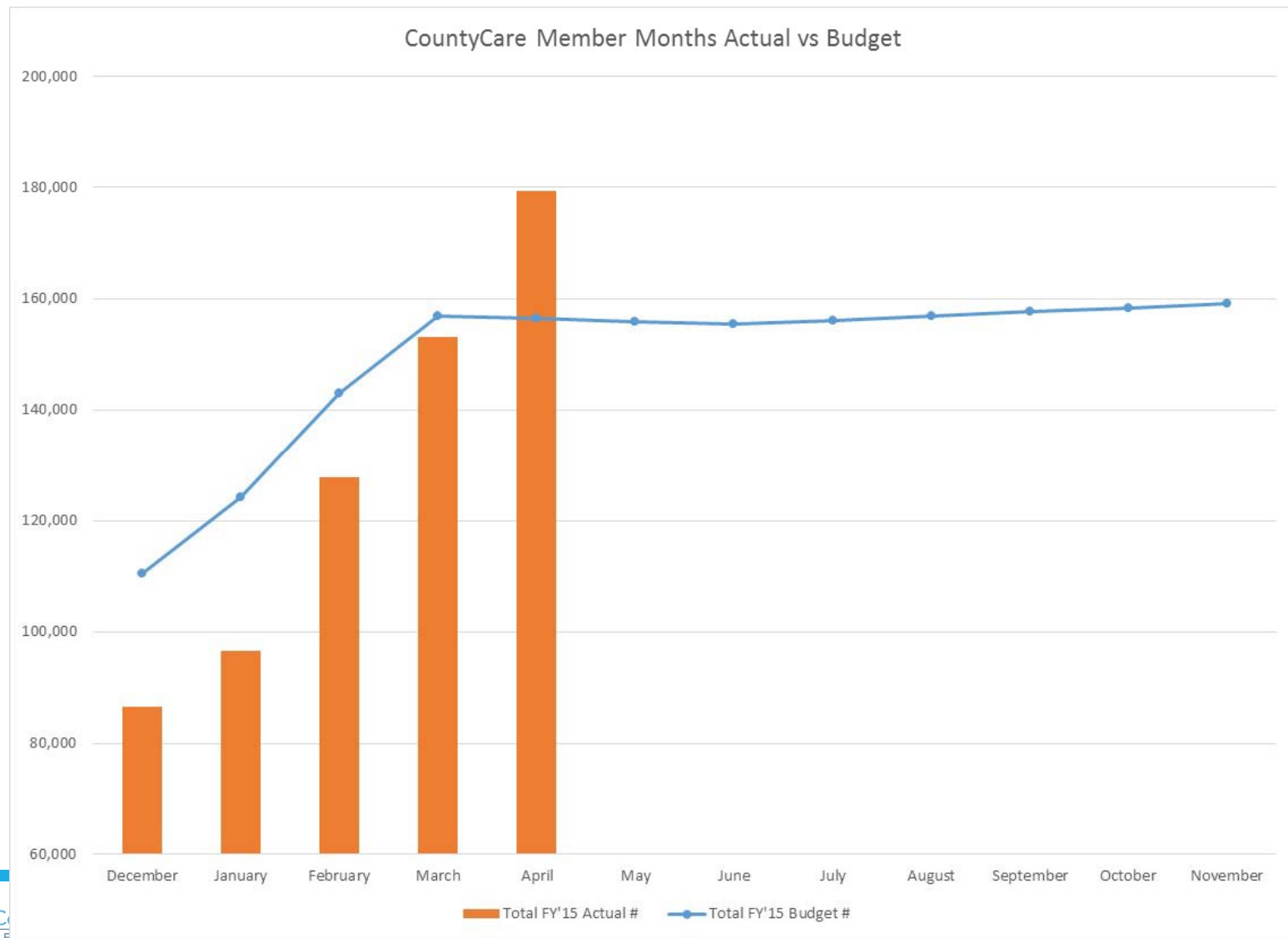
APRIL 24, 2015

Membership

Data as of: 4/1/2015 | Source: Daily Membership (834) File

Key Measures	Jan'15	Feb'15	Mar'15	Apr'15	Change From Prior Month	Trend	FYTD'15 Budget or Goal	% to Budget/ Goal
Monthly Membership	96,618	127,799	153,118	179,393	17.2%	↑	156,396	114.7%
ACA	77,292	81,033	85,984	92,270	7.3%	↑	77,619	118.9%
FHP	17,569	44,919	64,494	84,324	30.7%	↑	74,506	113.2%
SPD	1,757	1,847	2,640	2,799	6.0%	↑	4,271	65.5%
Home/Community Waiver (incl DD)	402	421	474	500	5.5%	↑		
LTC	102	129	156	161	3.2%	↓		
FYTD Member Months	183,180	310,979	464,097	643,490			691,300	93.1%
ACA	156,206	237,239	323,223	415,493			412,871	100.6%
FHP	23,680	68,599	133,093	217,417			259,012	83.9%
SPD	3,294	5,141	7,781	10,580			19,417	54.5%

Gender = 56% Female; 44% Male

Average age = Female: 32 y/o; Male: 31 y/o

www.countycare.com | 312.864.8200 | Sponsored by the Cook County Health & Hospitals System.

2

Membership Trend to Budget

CountyCare Member Months Actual vs Budget

Health Plan Comparison
Source: IL HFS, Greater Chicago Region

FHP/ACA Adults, Greater Chicago Region

Health Plan	Oct'14 #	Nov'14 #	Dec'14 #	Jan'15 #	Feb'15 #	Feb'15 % Total	# Change Month Prior	% Change Month Prior
Family Health Network	89,964	107,840	151,195	207,969	213,537	19.1%	5,568	2.7%
CountyCare	**88,858**	**85,453**	**83,733**	**93,245**	**123,920**	**11.1%**	**30,675**	**32.9%**
Harmony Health Plan	111,073	111,300	123,966	138,336	120,630	10.8%	(17,706)	-12.8%
Blue Cross Blue Shield	1,482	7,977	43,575	78,639	112,352	10.1%	33,713	42.9%
IlliniCare Health Plan	1,578	10,520	31,944	76,603	102,208	9.1%	25,605	33.4%
Meridian Health Plan	3,633	14,195	33,848	66,773	87,161	7.8%	20,388	30.5%
Aetna Better Health Inc.	523	9,875	22,848	52,375	77,676	7.0%	25,301	48.3%
Advocate Accountable Care (ACE)	7,597	13,812	34,495	68,865	75,948	6.8%	7,083	10.3%
SmartPlan Choice (ACE)	32	2,007	17,661	44,374	60,162	5.4%	15,788	35.6%
Community Care Partners (ACE)	22	302	9,700	33,805	37,195	3.3%	3,390	10.0%
MyCare Chicago (ACE)	478	1,598	1,937	9,066	30,628	2.7%	21,562	237.8%
Loyola Family Care (ACE)	150	1,665	3,390	17,030	22,060	2.0%	5,030	29.5%
HealthCura (ACE)	28	181	14,318	21,807	20,908	1.9%	(899)	-4.1%
UI Health Plus (ACE)	4	39	609	2,691	12,926	1.2%	10,235	380.3%
Better Health Network (ACE)	11	155	976	9,451	11,860	1.1%	2,409	25.5%
Illinois Partnership for Health (ACE)	298	2,160	3,731	3,564	3,676	0.3%	112	3.1%
Next Level (CCE serving ACA only)	41	263	434	1,590	2,174	0.2%	584	36.7%
Lurie Children's Health Partners (CSN CCE)	92	414	801	1,485	1,596	0.1%	111	7.5%
LaRabida Coordinated Care Network (CSN CCE)	4	34	92	583	595	0.1%	12	2.1%
Total	**305,868**	**369,790**	**579,253**	**928,251**	**1,117,212**		**188,961**	**20.4%**

www.countycare.com | 312.864.8200 | Sponsored by the Cook County Health & Hospitals System.

4

Health Plan Comparison
Source: IL HFS, Chicago Region (includes suburban Cook & Collar Counties)

ICP Greater Chicago Region (SPD population)								
Health Plan	Oct'14 #	Nov'14 #	Dec'14 #	Jan'15 #	Feb'15 #	% Total	# Change Month Prior	% Change Month Prior
Aetna Better Health Inc.	28,547	29,377	29,180	29,276	29,130	2.6%	(146)	-0.5%
IlliniCare Health Plan Inc.	28,018	28,422	28,067	28,058	27,785	2.5%	(273)	-1.0%
Community Care Alliance of Illinois	6,954	7,726	7,766	7,804	7,793	0.7%	(11)	-0.1%
Blue Cross/Blue Shield of Illinois	4,610	5,422	5,597	5,803	5,998	0.5%	195	3.4%
Humana Health Plan	3,679	4,162	4,603	4,602	4,542	0.4%	(60)	-1.3%
Meridian Health Plan	4,164	4,059	4,188	4,332	4,332	0.4%	-	0.0%
Cigna HealthSpring of Illinois	3,193	4,143	4,142	4,337	4,300	0.4%	(37)	-0.9%
Next Level (CCE)	3,987	4,616	3,826	3,666	3,516	0.3%	(150)	-4.1%
CountyCare	**352**	**1,169**	**1,535**	**1,764**	**2,586**	**0.2%**	**822**	**46.6%**
EntireCare (CCE)	2,169	2,211	2,179	2,588	2,584	0.2%	(4)	-0.2%
Together4Health (CCE)	1,521	1,530	1,582	2,236	2,309	0.2%	73	3.3%
Be Well (CCE)	1,450	1,396	1,374	1,387	1,380	0.1%	(7)	-0.5%
Total	**88,644**	**94,233**	**94,039**	**95,853**	**96,255**		**402**	**0.4%**

www.countycare.com | 312.864.8200 | Sponsored by the Cook County Health & Hospitals System.

5

Risk Management

Key Measures	Jan'15	Feb'15	Mar'15	Change From Prior Month	Trend	FYTD'15 Budget or Goal	% to Budget/ Goal Shift from 3/2014
ACA Adult Membership							
% 19-24 y/o	16.2%	16.3%	16.2%	-0.2%	--	17.0%	-0.8%
% 25-34 y/o	15.5%	16.0%	16.0%	0.0%	--	14.8%	1.2%
% 35-44 y/o	13.3%	13.4%	13.4%	0.0%	--	13.5%	-0.1%
% 45-54 y/o	26.2%	26.0%	25.8%	-0.2%	--	27.6%	-1.8%
% 55+ y/o	28.9%	29.0%	28.6%	-0.4%	--	27.0%	1.6%
Pharmacy							
# Scripts filled	134,787	136,708	179,367	42,659	↑		
% Utilizing Members	37%	31%	32%	1.1%	↑		
# Scripts/Utilizer	3.75	3.44	3.60	0.16	--		
% Generic dispensing	84%	83%	83%	0%	--		
% Brand Single Source	16%	16%	16%	0%	--		
% Formulary	98%	98%	98%	0%	--	98%	0.0%
% CCHHS HIV pt meds @ CCHHS pharmacy	25.1%	29.8%	33.1%	3.3%	↑	80%	-46.9%
% Maintenance Rx on Extended Supply (>84 days)	13.1%	13.1%	15.1%	2.0%	↑	85%	-69.9%

www.countycare.com | 312.864.8200 | Sponsored by the Cook County Health & Hospitals System.

CountyCare HEALTH PLAN

6

Care Management

Key Measures	Jan'15	Feb'15	Mar'15	Change From Prior Month	Trend	FYTD'15 Budget or Goal	% to Budget/ Goal
PCMH Assignment							
% Members Assigned to PCMH	99.1%	99.9%	98.5%	-1.4%	↓	124,318	0.0%
% Members Unassigned	0.9%	0.1%	1.5%	1.4%	↓		
# Assigned CCHHS/ACHN	27,902	29,810	33,986	4,176	↑		
% Total Members @ CCHHS/ACHN	28.9%	23.3%	22.2%	-1.1%	↓		
# Assigned MHN ACO	29,570	48,148	59,852	11,704	↑		
% Total Members @ MHN ACO	30.6%	37.7%	39.1%	1.4%	↑		
Member Risk Stratification							
Total Outreached Members YTD	30,776	54,894	73,402	18,508	↑		
Health Risk Assessments/Screenings YTD	18,312	19,242	26,829	7,587	↑		
YTD % High Risk Members	4.6%	3.1%	2.5%	-0.6%	↓	2.0%	0.5%
Referral Management							
# Authorizations: Inpatient	1,557	1,355	1,677	322	↑		
# Authorizations: Outpatient	2,405	2,092	2,901	809	↑		
Utilization Management (7/1-2/28/2015)							
Admits/1,000 member months	169	171	Data Not Yet Available				
Days/1,000 member months	756	761					
ED Visits/1,000 member months	1,001	966					
% 30-day Readmissions	21%	22%				14.7%	7.30%
CCHHS Utilization (since 7/1/2014)							
Emergency Room	17.1%	16.5%	19.4%	2.9%	↑		
Hospital Inpatient	15.2%	14.4%	11.3%	-3.1%	↓		
Hospital Outpatient	25.3%	26.0%	24.3%	-1.7%	↓		
Other Medical	0.58%	0.60%	0.9%	0.3%	--		
Primary Care	38.7%	37.9%	34.5%	-3.4%	↓		
Specialist	7.6%	9.5%	10.6%	1.1%	↑		

Operations

Key Measures	Jan'15	Feb'15	Mar'15	Apr'15	Change From Prior Month	Trend	FYTD'15 Budget or Goal Goal	% to Budget/ Goal Goal Met
Call Center								
Call Volume	23,240	25,825	29,950		4,125			
Abandonment rate	5.4%	2.6%	1.4%		-1.3%	↑	<4%	Y
Hold time	:01:07	:00:38	:00:23				< :01:00	Y
Average speed to answer	:00:34	:00:23	:00:13				< :00:45	Y
Claims Processing							**# Days**	**Goal Met**
# Claims Paid	54,194	64,463	93,786		29,323	↑		
# Claims Recv'd/DOS	78,783	77,544	120,558		43,014	↑		
	FY'14 Q4	**FY'15 Q1**	**FYTD'15 Q2**					
Avg # Days Received-to-Processed	4	4	3				< 8	Y
Avg # Days Received-to-Paid/Pend	28	27	8				< 35	Y

www.countycare.com | 312.864.8200 | Sponsored by the Cook County Health & Hospitals System.

8

1115 Waiver Evaluation

Required under Waiver's special terms and conditions

Contracted by HFS to UIC

CCHHS worked closely with UIC evaluation team
- Data
- Program design
- Contacts

State of Illinois
Cook County/CountyCare
1115 Waiver Demonstration
Independent Evaluation
Review Period: January 1, 2013 – June 30, 2014

Release Date: April 2, 2015

Jack Zwanziger, Ph.D.; Jonathan C. Dopkeen, Ph.D.; Emily Stiehl, Ph.D.; Kruti Doshi, MBA; Renee DuBois, MPH(c)

UIC UNIVERSITY OF ILLINOIS AT CHICAGO SCHOOL OF PUBLIC HEALTH

Prepared by the University of Illinois at Chicago
School of Public Health, Health Policy and Administration Division
Office of Medicaid Support Services

www.countycare.com | 312.864.8200 | Sponsored by the Cook County Health & Hospitals System.

9

CountyCare
HEALTH PLAN

Evaluation Findings

Goal #1: *Assist the State in enrolling an estimated 125,000 eligible uninsured Cook County residents in the Medicaid program during the original 12 month Waiver period.*

Finding: **Enrolled 113,779 eligible individuals** in the Medicaid program under the new eligibility category (during the 12/2012-12/2013 Waiver period)

www.countycare.com | 312.864.8200 | Sponsored by the Cook County Health & Hospitals System.

10

Evaluation Findings

Goal #2: *Expand access to Medicaid covered services, with a focus on mental health, substance abuse and prescription drug services.*

Findings: Expanded the CCHHS healthcare delivery capacity by negotiating network provider contracts with a **broad network of healthcare providers which expanded capacity** (during the 12/2012-12/2013 Waiver period)

- **141 FQHC sites; 17 CCHHS ambulatory clinic sites**

- **30 community hospitals,** 2 teaching hospitals, 2 CCHHS hospitals

- **100+ physician specialists**

- **Numerous other medical and allied health practitioners as well as dozens of local pharmacies**

Evaluation Findings

Goal #3: *Provide access to primary care physicians and/or other primary care teams of professionals to establish medical homes by expanding the geographic and temporal access to Medicaid covered services.*

Findings: **Provided medically necessary care to 68%** of the CountyCare newly covered individuals **in the first 6 months** of Waiver operation

Provided medically necessary care to 85% of the CountyCare newly covered individuals **within the 12 months** of Waiver operation

Expanded choice of a primary care medical home to include the existing CountyCare ambulatory clinic sites (17) as well as the 141 FQHC sites

Key Lessons Learned

Key Lessons Learned	Ways to Potentially Address in Large(r) Scale Initiatives
Medicaid eligibility determination and enrollment is a long process	Presumptive eligibility
Expanding the network of providers too quickly resulted in confusion with respect to referrals and intake across the provider network	Time staff training programs prior to any network referrals
PCP/PCMH assignment, while positive overall, created significant changes in practices for providers and the newly covered population.	Establish education and training for both healthcare professionals and CountyCare members.

Additional Evaluation Discussions

Organizational-level changes at CCHHS needed for CountyCare implementation

Transformation on service delivery within CCHHS and within network providers

Presentation of enrollment figures (gender, PCMH assignment, age group, zip, etc.)

'HEDIS Measure Results for CountyCare' 12/2012-12/2013

www.countycare.com | 312.864.8200 | Sponsored by the Cook County Health & Hospitals System.

14

COOK COUNTY HEALTH & HOSPITALS SYSTEM HUMAN RESOURCES METRICS CCHHS BOARD OF DIRECTORS APRIL 24, 2015

Gladys Lopez, Chief of Human Resources
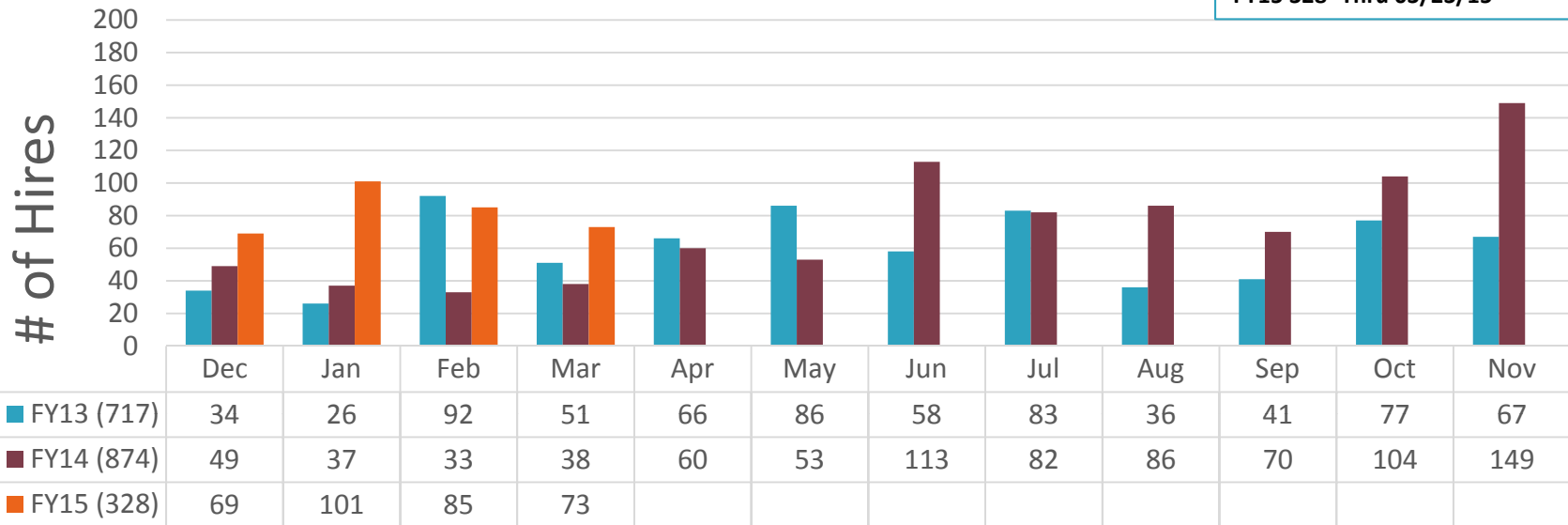
Barbara Pryor, Deputy Chief of Human Resources

Goal: Reduce CCHHS Vacancies to 600

VACANCIES FILLED

FY13 717
FY14 874 Increase by 22%
FY15 328 -Thru 03/23/15

of Hires

	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
FY13 (717)	34	26	92	51	66	86	58	83	36	41	77	67
FY14 (874)	49	37	33	38	60	53	113	82	86	70	104	149
FY15 (328)	69	101	85	73								

Thru 03/23/15

FY15 Vacancies Filled by Job Function / Open Positions

YTD hires increased by 108%

Job Function	FY14 Hired	FY14 Year To Date Thru March 2014	FY15 Year To Date Thru March 2015	FY15 RTHs in Process (As of 3/27/15)
Finance	15	0	16	[1] 59
HIS	5	2	3	20
Licensed Practice Nurses	24	1	8	8
Nursing (CNI, CNII, APN, Nurse Coordinator, Clinician)	311	45	103	308
Physicians	97	34	24	88
Pharmacy	49	13	6	43
Other	373	62	168	304
Total	874	157	328	[2] 830

[1] Medicaid eligibility insourcing
[2] Fluctuate month to month based on hires and requisitions.

2

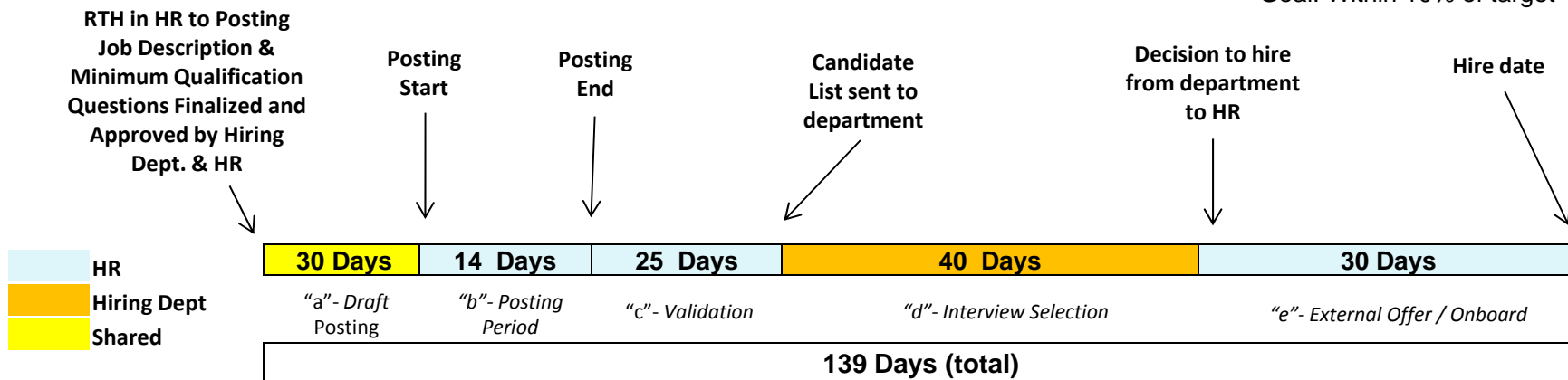COOK COUNTY HEALTH & HOSPITALS SYSTEM
CCHHS

FY15 HR Goal: Improve / Reduce Average Time to Hire

Budget to Recruiting average of 30 Days

	Goals	2014 Actual	2015 Target	Dec Actual	Jan Actual	Feb Actual	Mar Actual	Apr Actual	May Actual	June Actual	YTD Avg	STATUS
a	Average # of days from Request to Hire approval to Posting Open **Changed Target from 10 - 30**	91	**30**	80	48	73	**51**				**62**	
b	Average # of posting days	14	**14**	13	9	12	**13**				**11**	
c	Average # of days from Posting Close to Interview Referral **Changed Target from 15 - 25**	28	**25**	33	22	27	**30**				**27**	
d	Average # of days from Interview Referral to Decision to Hire to HR. (Interview/Selection) **Changed Target from 25 – 40**	29	**40**	29	23	32	**28**				**28**	
e	Average # of days from decision to hire until actual Hire Date. *Credentialed Positions: Physicians, Psychologist, Physician Assistant I and Advanced Practice Nurses.*	41	**30**	55	49	51	**52**				**51**	
f	Average # of days from Request to Hire to Hire Date **Changed Target from 94 – 139**	203	**139**	209	151	195	**168**				**180**	

Goal: Within 10% of target

RTH in HR to Posting Job Description & Minimum Qualification Questions Finalized and Approved by Hiring Dept. & HR

Posting Start

Posting End

Candidate List sent to department

Decision to hire from department to HR

Hire date

	30 Days	14 Days	25 Days	40 Days	30 Days
HR / Hiring Dept / Shared					

"a"- Draft Posting   *"b"- Posting Period*   *"c"- Validation*   *"d"- Interview Selection*   *"e"- External Offer / Onboard*

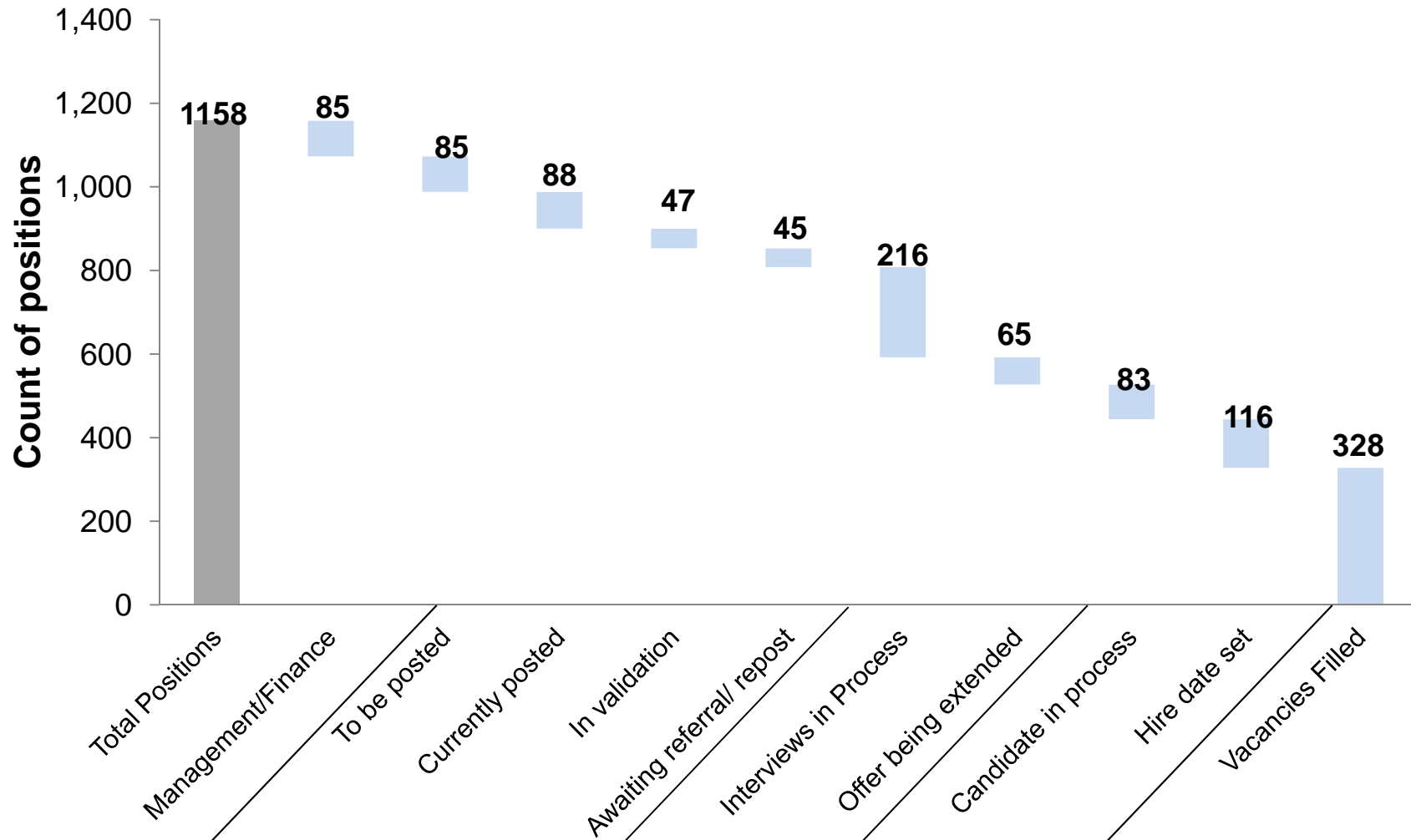**139 Days (total)**

HR
Hiring Dept
Shared

Benchmark: 58
Data source: TLNT The Business of HR
http://www.tlnt.com/2014/08/14/employers-find-that-time-to-fill-job-rates-are-growing-hit-13-year-high/

COMPLETE HIRING PROCESS IN A TIMELY MANNER

3

COOK COUNTY HEALTH & HOSPITALS SYSTEM CCHHS

FY15 HR Goal: Improve / Reduce Average Time to Hire

Hiring Snapshot (03/27/15)

Waterfall chart — Count of positions (y-axis: 0 to 1,400):

- Total Positions: 1158
- Management/Finance: 85
- To be posted: 85
- Currently posted: 88
- In validation: 47
- Awaiting referral/ repost: 45
- Interviews in Process: 216
- Offer being extended: 65
- Candidate in process: 83
- Hire date set: 116
- Vacancies Filled: 328

Responsibility bands:
- Shared Responsibility
- Human Resources
- Management
- Human Resources
- Management / Human Resources

COOK COUNTY HEALTH & HOSPITALS SYSTEM
CCHHS

CCHHS: Monthly Inpatient Days (Stroger & Provident)

2014 Budgeted Average
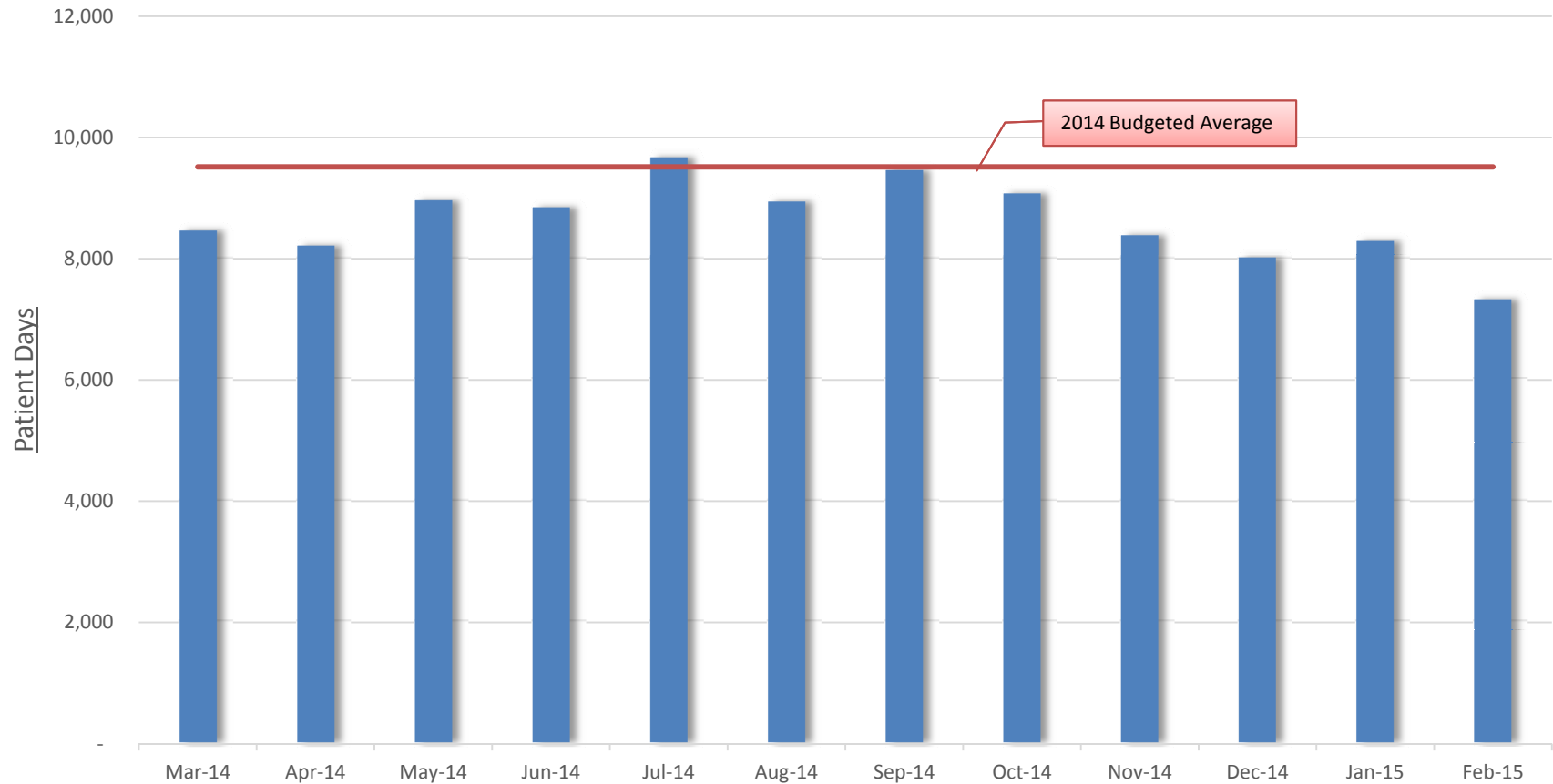
Patient Days

Source: CERNER

CCHHS: Monthly Outpatient Clinic Volume- all registrations
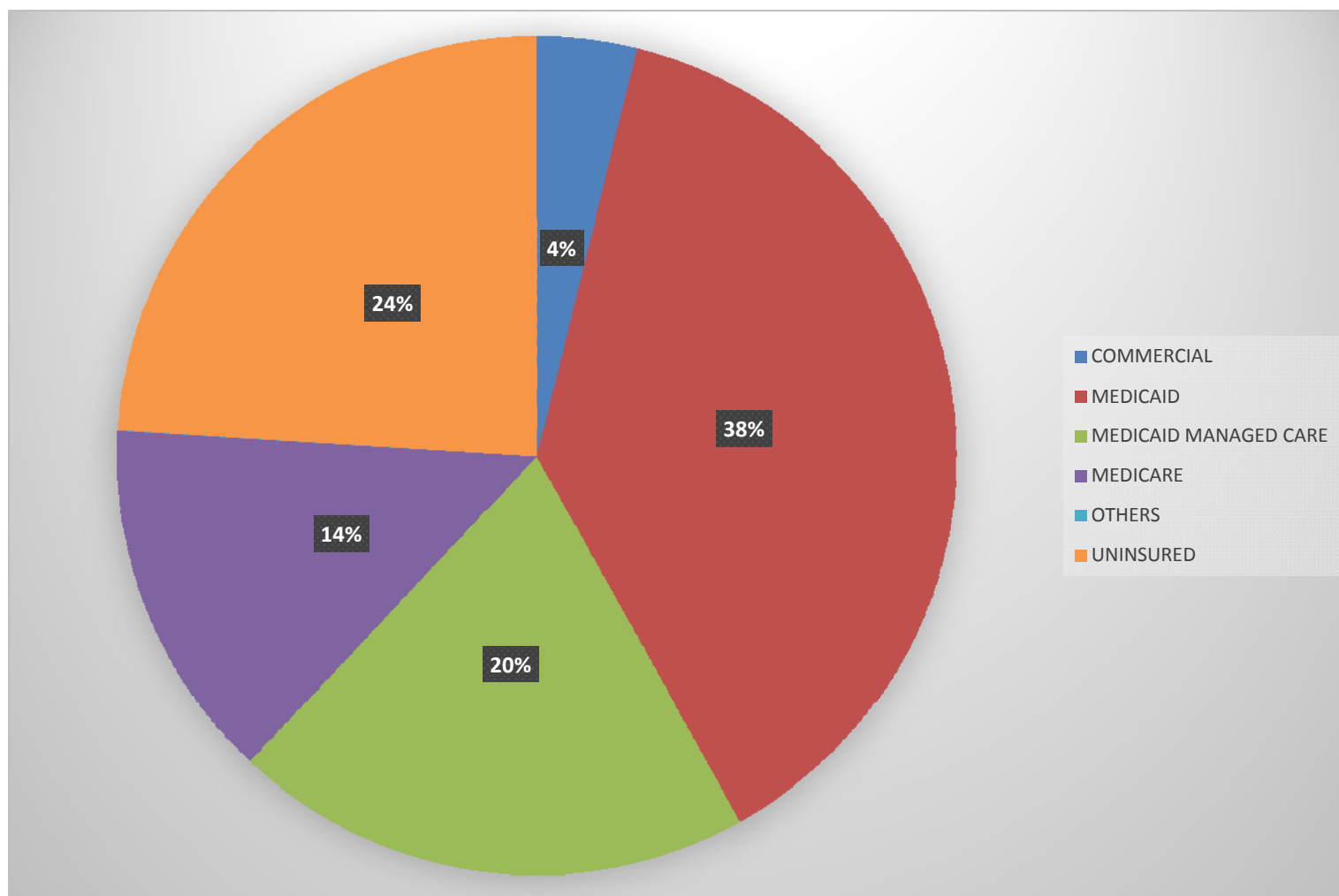

Source: CERNER

Finance Dashboard: April 2015

CCHHS: Monthly ED Volume (Stroger & Provident)
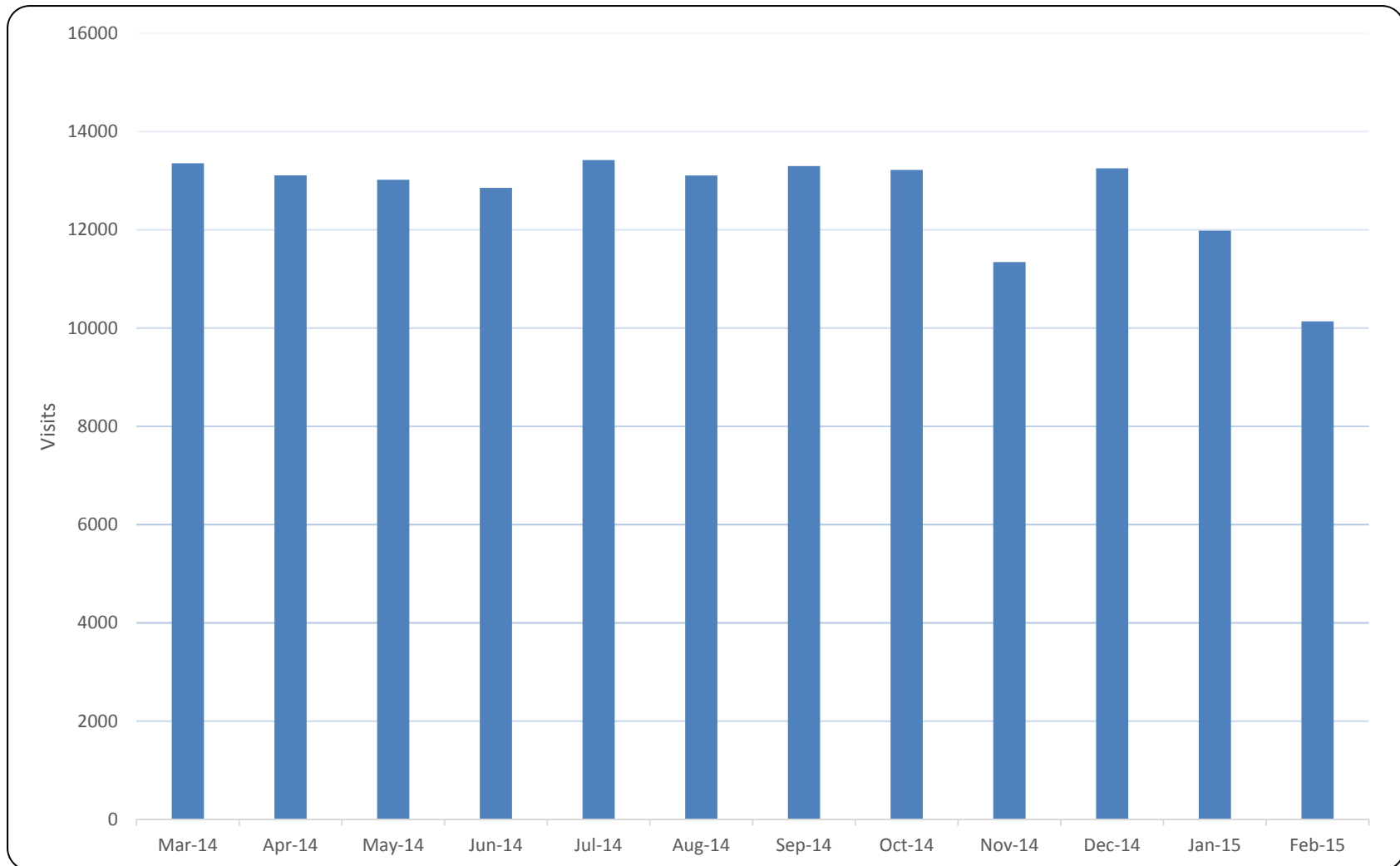
Source: CERNER

CCHHS: Inpatient Days by Payor Plan (Mar 14 – Feb 15)

- COMMERCIAL
- MEDICAID
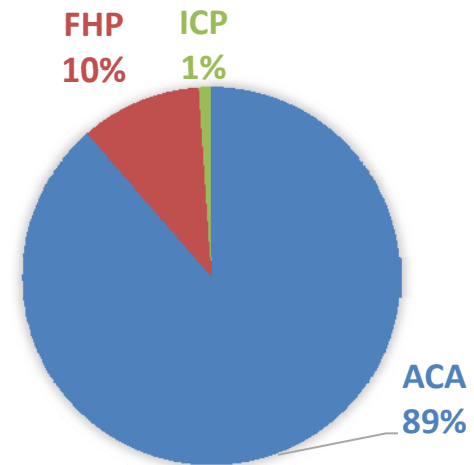- MEDICAID MANAGED CARE
- MEDICARE
- OTHERS
- UNINSURED

Source: Siemens
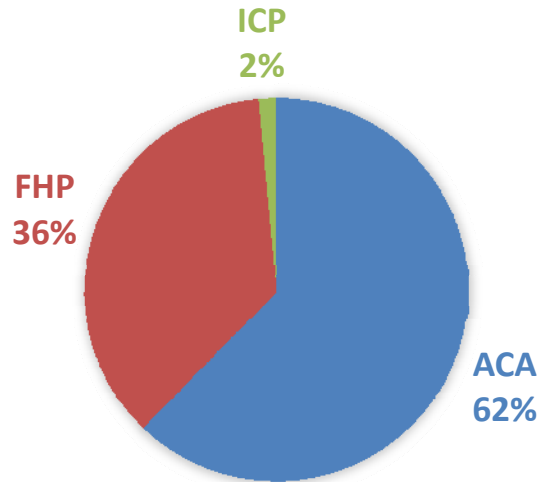
CountyCare: Snap Shots Feb 15

Empanelment by Population

Source: CountyCare

CCHHS Business Intelligence
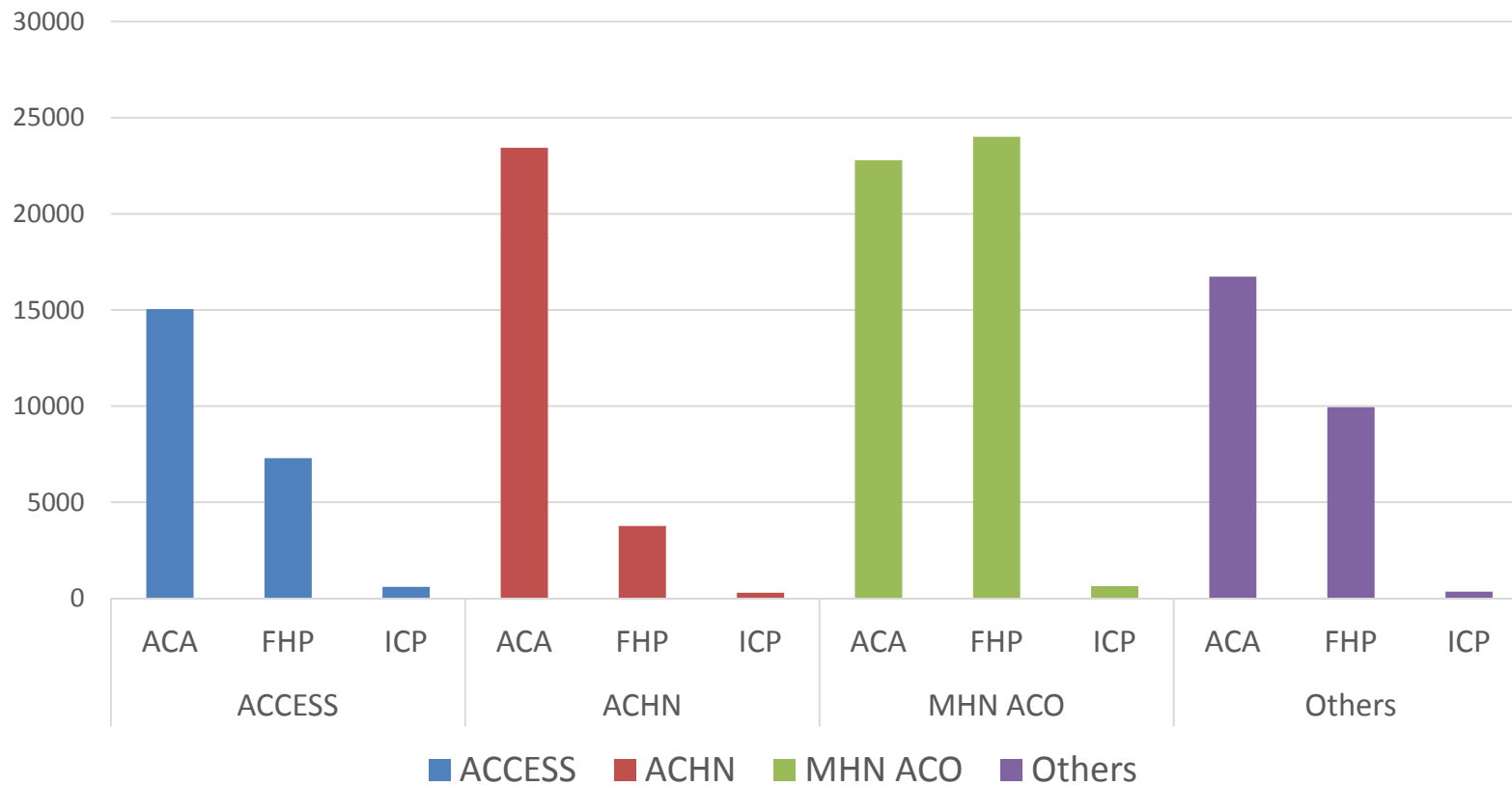
CountyCare: Snap Shots (July 14 – Feb 15)

Member Months by Empanelment

Others
22%

ACCESS
19%

ACHN
28%

MHN ACO
31%

Source: CountyCare
*Others include La Rabida Childrens Hospital

7

CCHHS Business Intelligence

COOK COUNTY HEALTH & HOSPITALS SYSTEM
CCHHS

CountyCare: Snap Shots (July 14 – Feb 15)

ACA Member Months by Empanelment

Others
21%

ACCESS
19%

MHN ACO
29%

ACHN
31%

CCHHS Business Intelligence

CountyCare: Snap Shots (July 14 – Feb 15)

FHP Member Months by Empanelment

ACCESS
15%

Others
26%

ACHN
10%

MHN ACO
49%

Finance Dashboard: April 2015

CountyCare: Snap Shots (July 14 – Feb 15)

ICP Member Months by Empanelment

Others
22%

ACCESS
33%

ACHN
14%

MHN ACO
31%
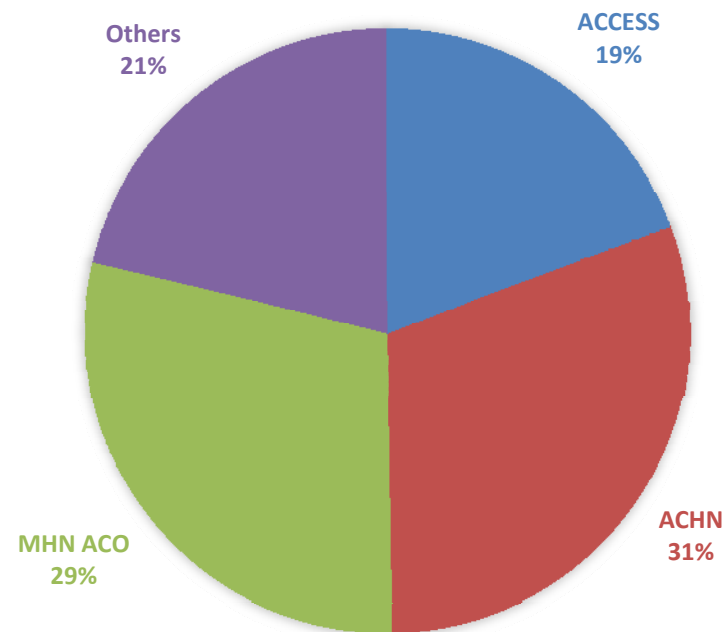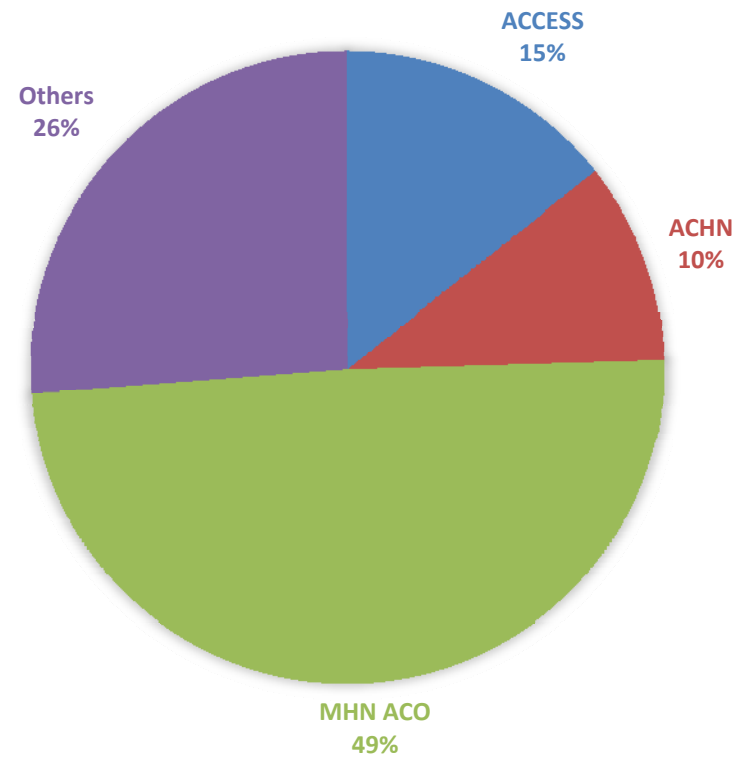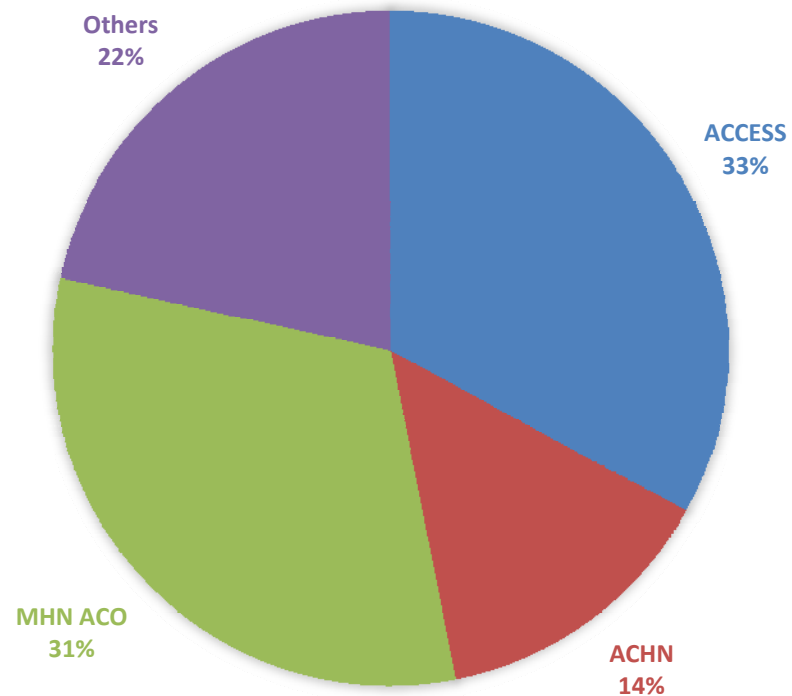
Source: CountyCare
*Others include La Rabida Childrens Hospital

CountyCare : CCHHS Service Utilization - Comparison

Percentage of Claims for Services at CCHHS

Legend: Dec'14 — Jan'15 — Feb'15 — % ACA Adults @ CCHHS/ACHN
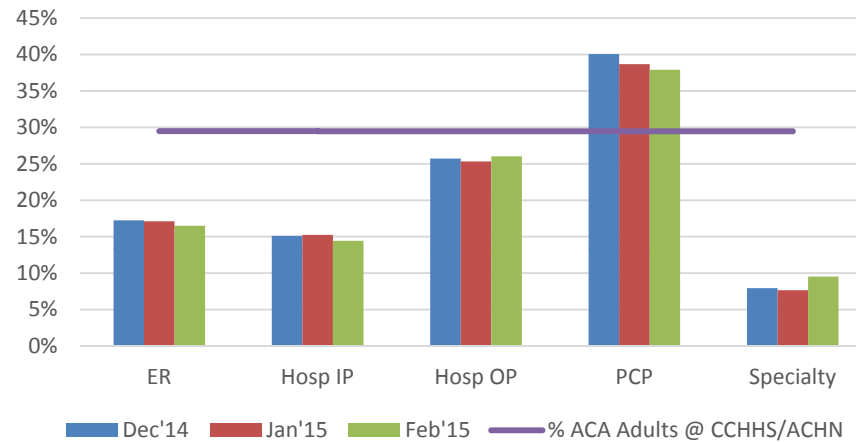
Source: CountyCare

CountyCare: Member Utilization – Comparison (July 14 – Feb 15)

ER Visits per 1000 Member Months

Legend: ■ Non CCHHS ■ CCHHS

Categories: ACHN, MHN ACO, ACCESS, Others

IP Visits per 1000 Member Months

Legend: ■ Non CCHHS ■ CCHHS
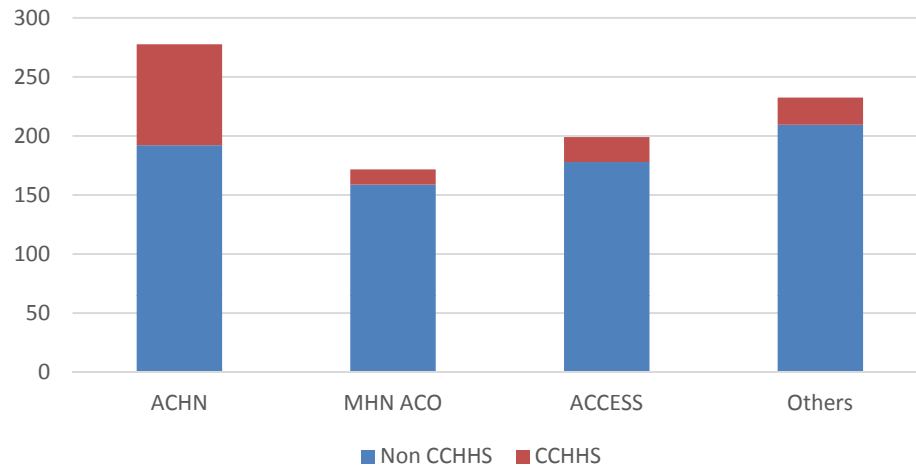
Categories: ACHN, MHN ACO, ACCESS, Others
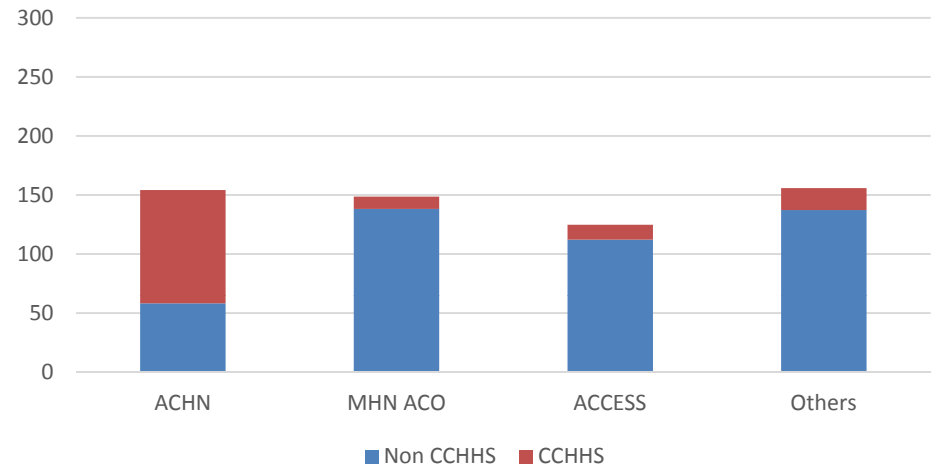
*Others include La Rabida Childrens Hospital

Source: CountyCare

12

CCHHS
COOK COUNTY HEALTH
& HOSPITALS SYSTEM

Physician Time Distribution: FY2014

- Teaching
- Admin
- Clinical
- Research
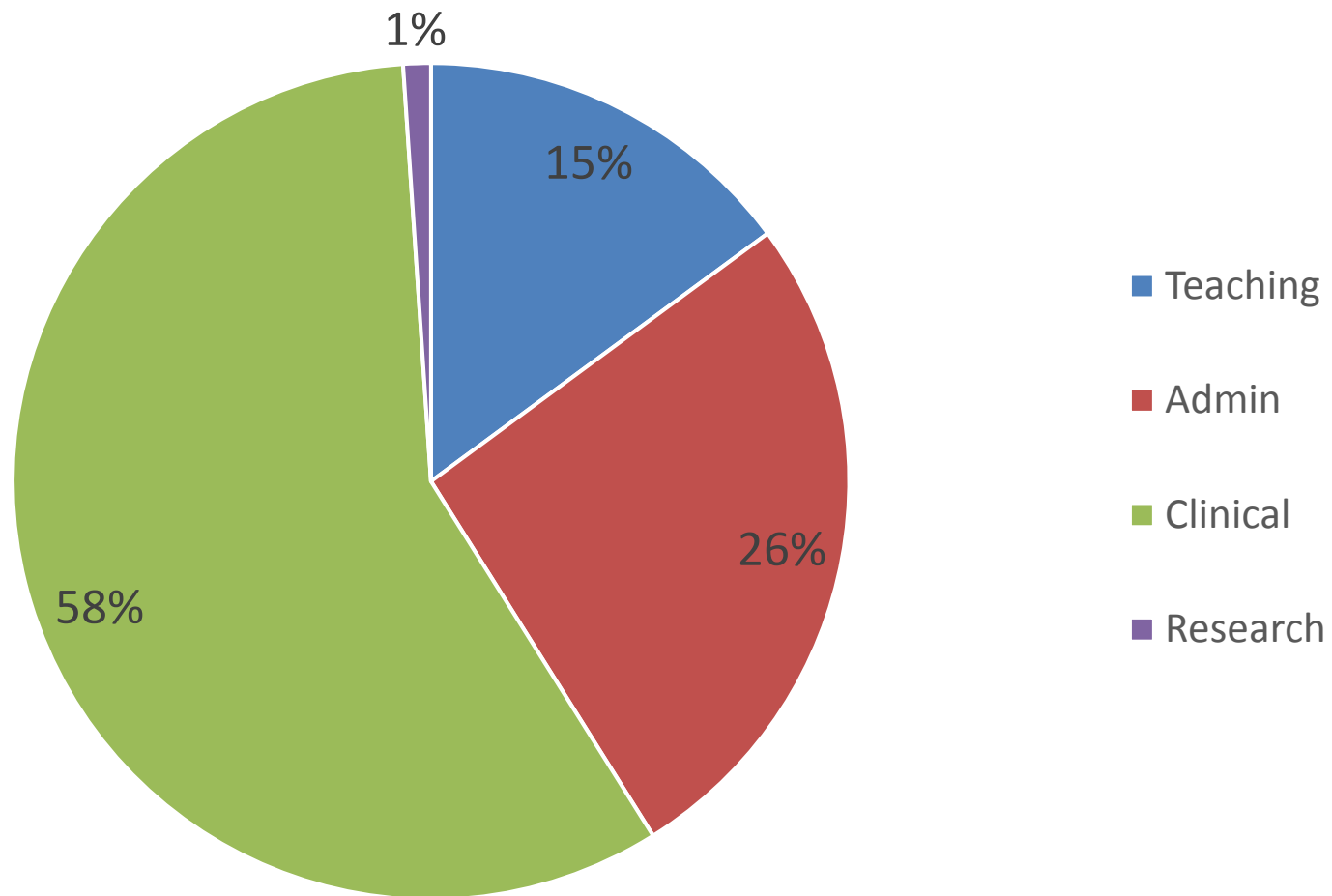
*Stroger physicians only

Source: Self-Reported Time Logs, (1wk/quarter)

Finance Dashboard: April 2015

CountyCare: MLR

Current Medical Loss Ratio	Affordable Care Act (ACA)
86%	85%

Source: CountyCare

CountyCare Pharmacy

Period	Mbr Mos	CCHHS Mo PMPM	Non-CCHHS Mo PMPM	Mo PMPM
FY2013*	243,654	$ 14.77	$ 63.56	$ 78.33
FY2014	1,081,951	$ 14.67	$ 104.51	$ 119.18
FY2015**	311,903	$ 9.32	$ 94.05	$ 103.37
Overall	**1,637,508**	**$ 13.66**	**$ 96.42**	**$ 110.09**

*For FY2013 data, the waiver process required application approval before pharmacy benefits were available

**FY2015 data through 02/2015
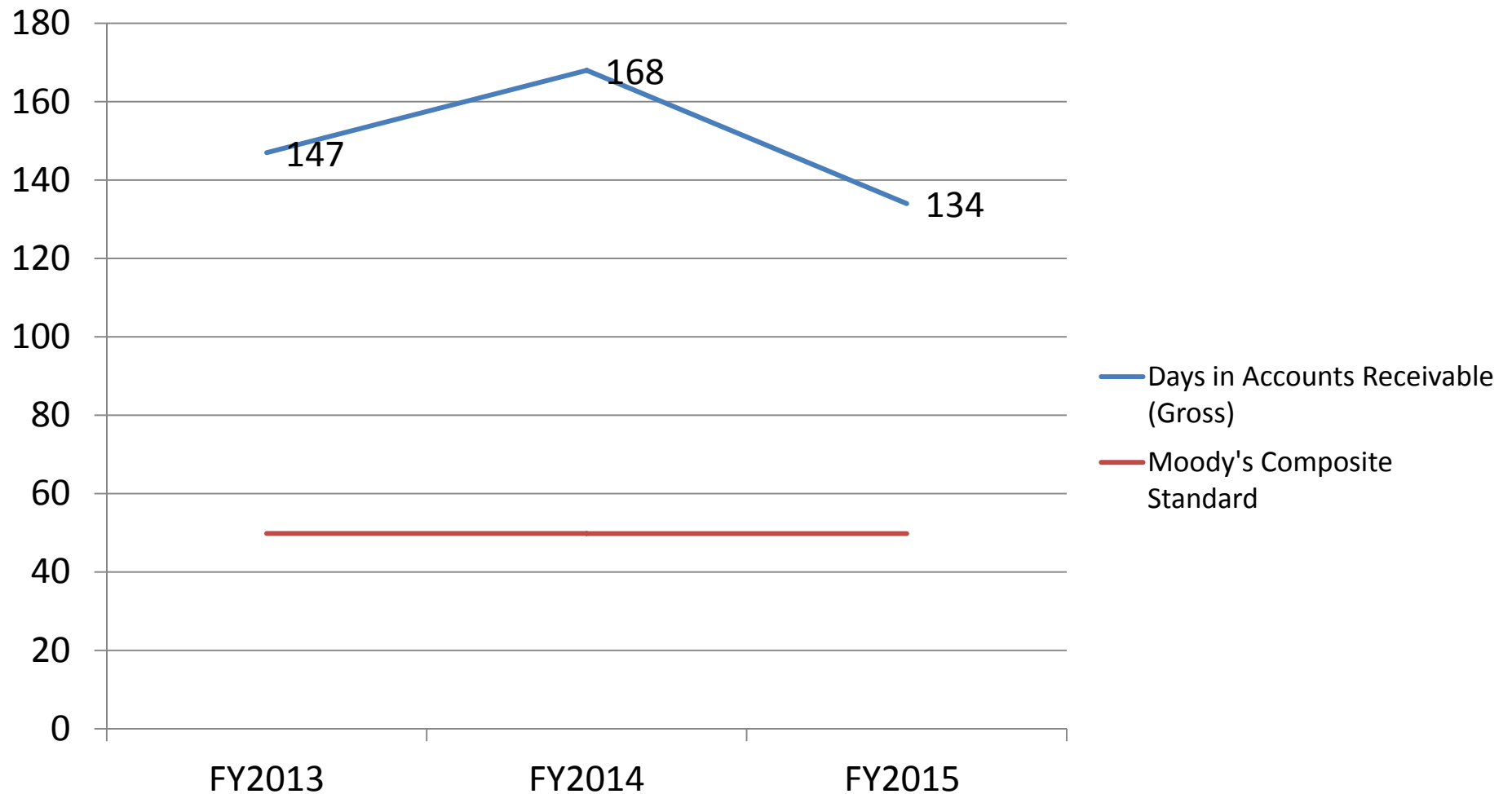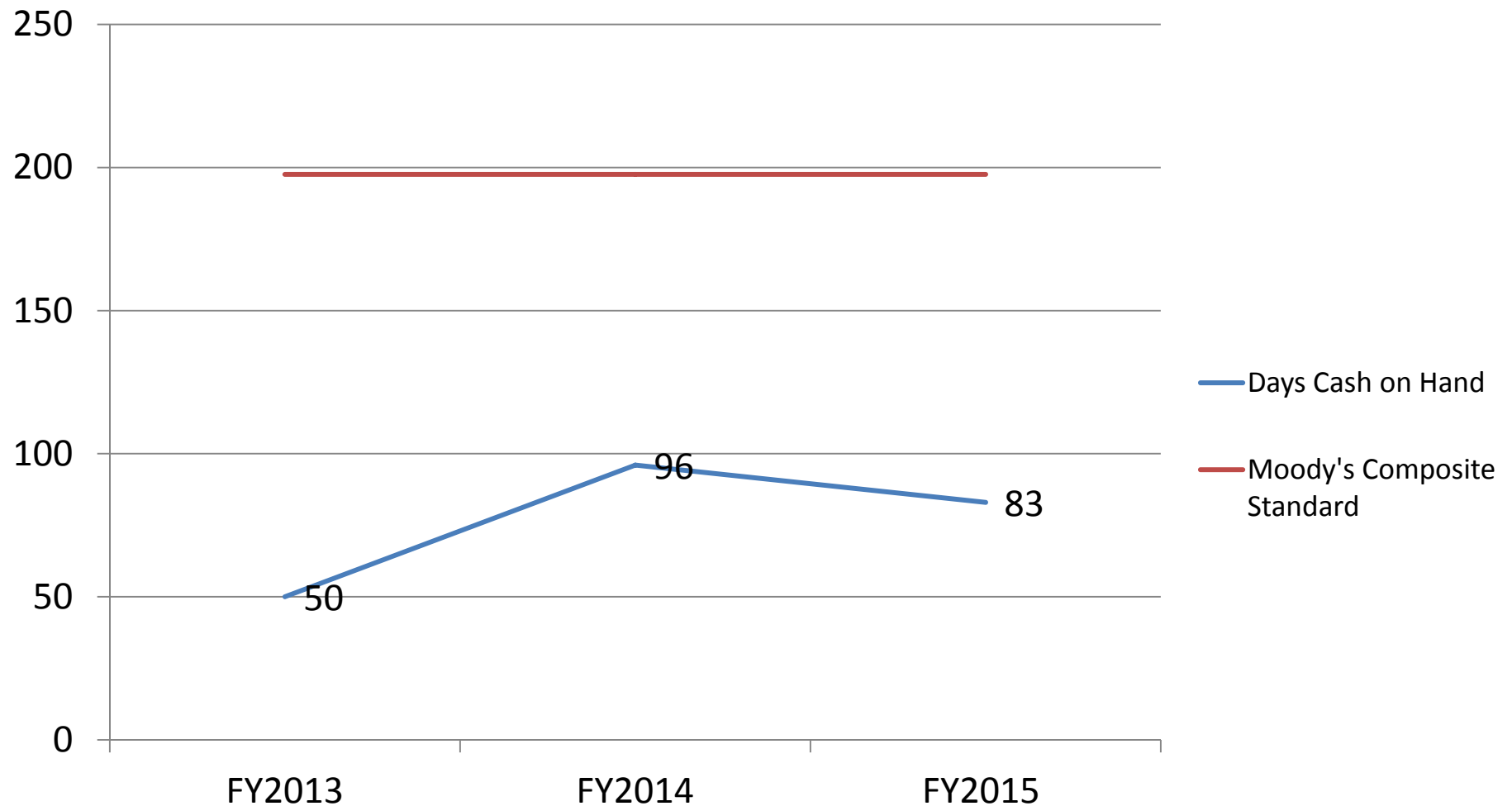
CCHHS: Days Expense in Accounts Payable

Source: Finance
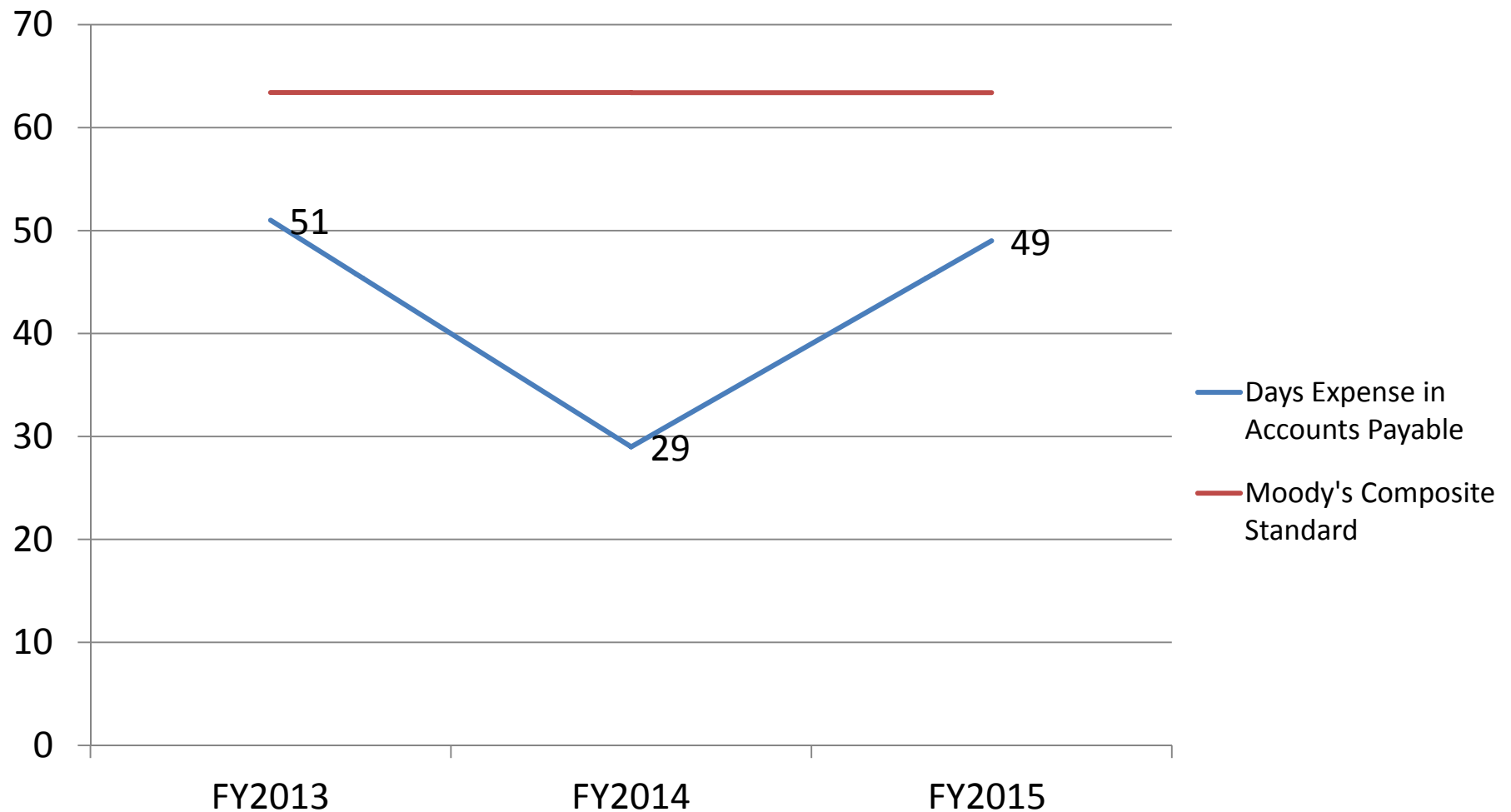
CCHHS Business Intelligence

CCHHS: Operating Margin

Source: Finance

Finance Dashboard: April 2015
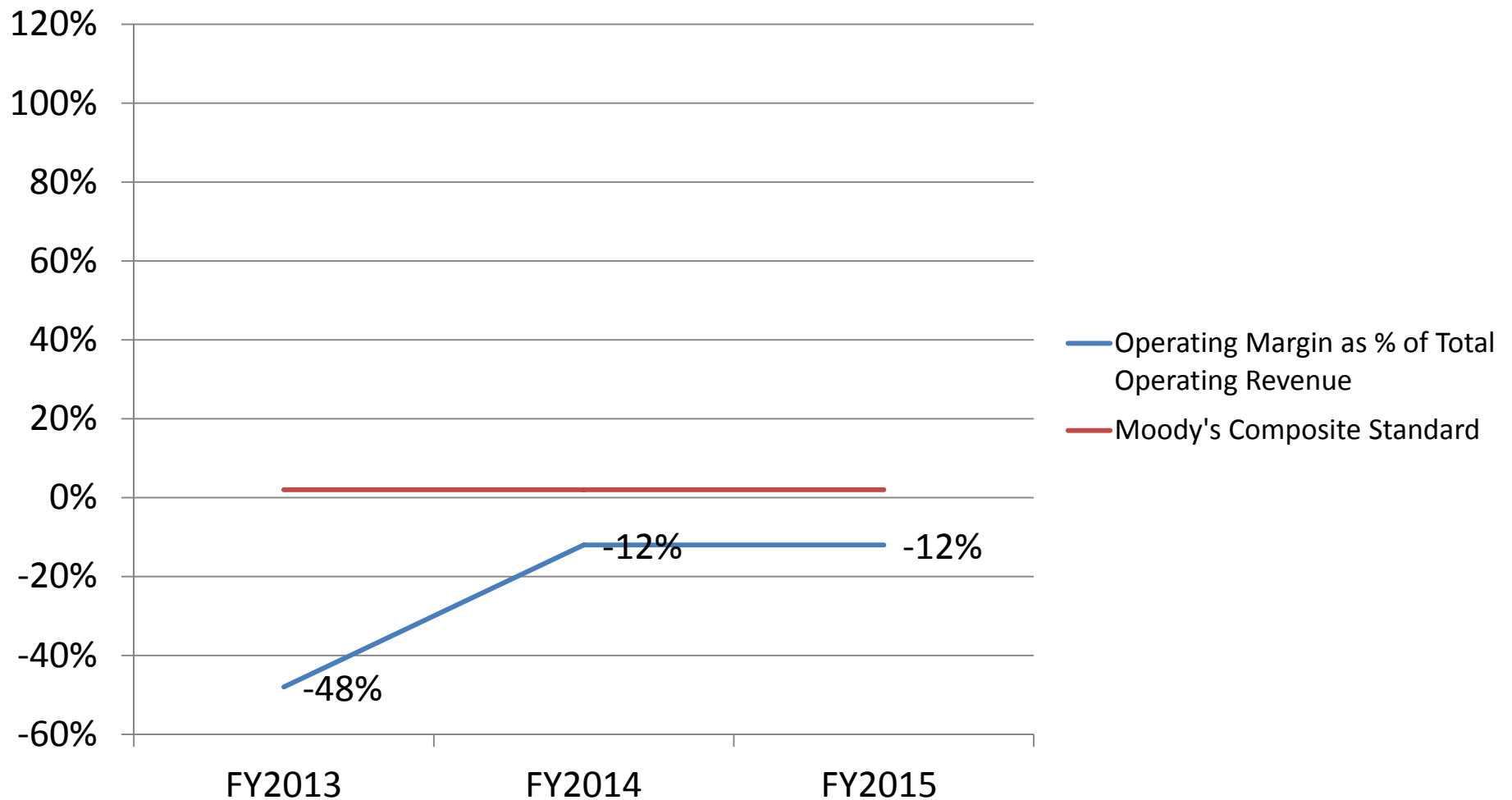
CCHHS: Average Age of Plant

Source: Finance

CCHHS Business Intelligence
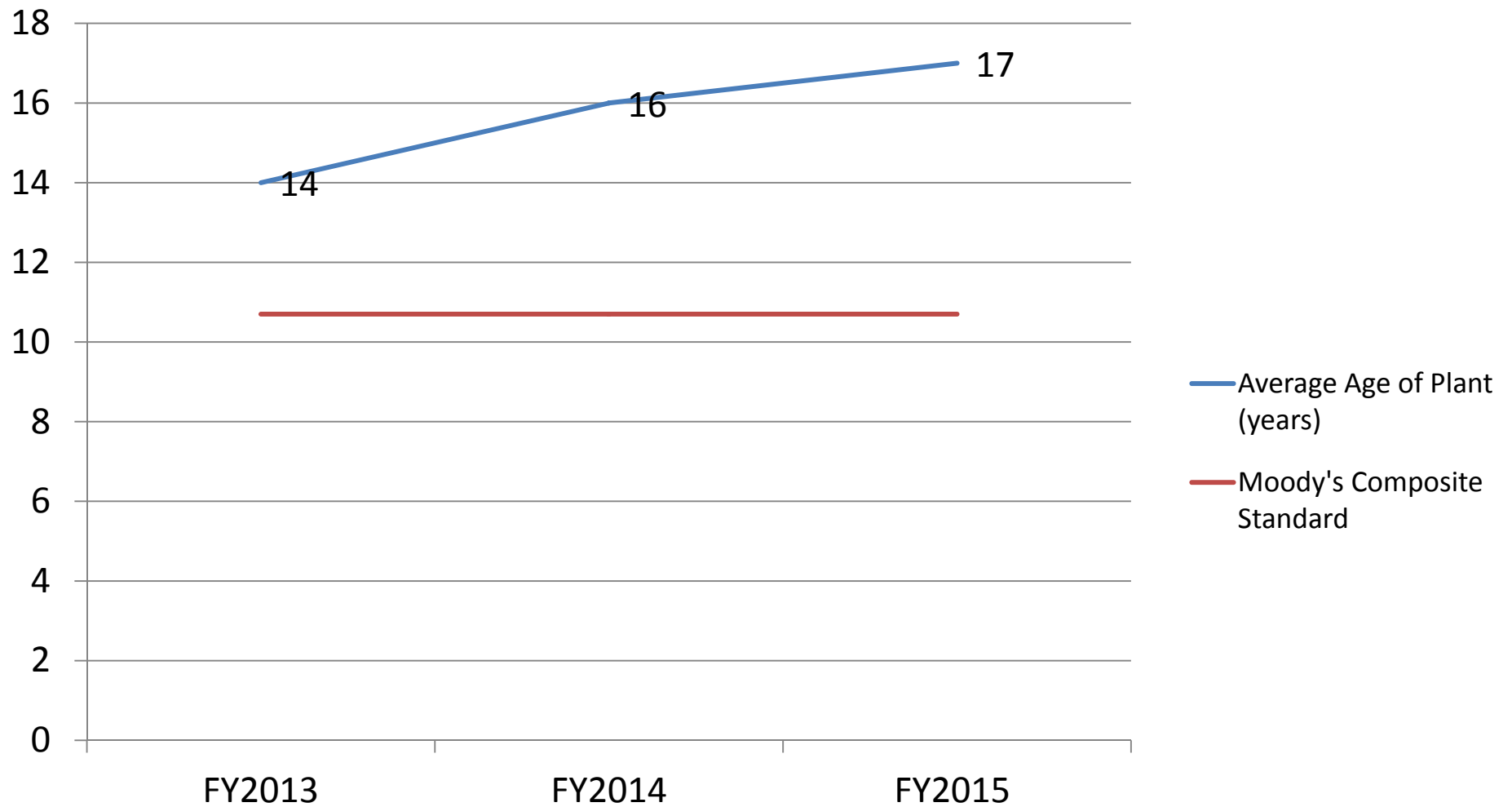
Presentation to the
CCHHS Board of Directors

Donna R. Hart, CIO

04/24/2015

Overview of the HIS Dept.

HIS is comprised of six teams:

- Clinical Applications

- Financial Services

- Integration

- Infrastructure

- Telecommunications

- Clinical Engineering

Overview of the HIS Dept.

We support the following organizations:

- John H. Stroger Hospital

- Provident Hospital

- Community Health Centers

- Cook County Dept. of Public Health

- Cermak Health Services serving Cook County Jail

- Juvenile Temporary Detention Center

Overview of the HIS Dept.

HIS supports the following volumes:

- Over 6K Users

- 379 Access Points

- 242 Data Closets

- 10K End User Devices (Thin Clients, Laptops, Tablets, PC's, Printers, Mobile Devices, and WOW's)

- 140 Physical Servers

- 380 VM Servers

- 3K Citrix Sessions for Cerner at Peak

- 250 Citrix Sessions for Other Apps at Peak

COOK COUNTY HEALTH
& HOSPITALS SYSTEM
CCHHS

Overview of the HIS Dept.

HIS Supports the following volumes:

- 8,490 Email Mailboxes @cookcountyhhs.org

- Over 100 HIS Supported Apps

- 260 Interfaces Running Daily

- 400K Transactions Daily

- 8K O/P Prescriptions Filled Daily

- 13K I/P Doses Dispensed Daily

Overview of the HIS Dept.

Each team supports the following systems:

Financial

- Siemens- Billing
- Lawson-AP, IC, GL, PO
- Patient Access- Registration, Scheduling

Clinical

- Electronic Medical Record (Cerner)
- Bedside Medical Device Interface

Clinical (Cont.)

- Laboratory, Radiology, Pharmacy
- Cardiology
- Patient Portal
- Electronic prescribing
- Document scanning
- Quality Reporting

EMR Adoption Model℠

Stage	Cumulative Capabilities
Stage 7	Complete EMR; CCD transactions to share data; Data warehousing; Data continuity with ED, ambulatory, OP
Stage 6	Physician documentation (structured templates), full CDSS (variance & compliance), Closed Loop Medication Administration
Stage 5	Full complement of Radiology PACS
Stage 4	CPOE, Clinical Decision Support (clinical protocols)
Stage 3	Nursing/clinical documentation (flow sheets), CDSS (error checking), PACS available outside Radiology
Stage 2	CDR, Controlled Medical Vocabulary, CDS, may have Document Imaging; HIE capable
Stage 1	Ancillaries – Lab, Rad, Pharmacy - All Installed
Stage 0	All Three Ancillaries Not Installed

COOK COUNTY HEALTH & HOSPITALS SYSTEM
CCHHS

Cook County Health & Hospitals System - System Flow Diagram
John H. Stroger, Jr. Hospital

Top row boxes:

- **McKesson** — Physician Billing
- **CEA Carelink** — Chamberlin Edmonds — Stroger Data Center
- **NEBO** — Insurance Verification
- **Siemens** — Registration & Billing (Invision, EDM) — Host-Malvern, PA
- **County Care** — 1115 Waiver Person Level Updates (AHS)
- **MHN** — Medical Health Network — Stroger Data Center
- **eMERS** — UHC Datix — Risk Management — Stroger Data Center
- **Pyxis** — Inpatient Pharmacy Dispensing — Stroger Data Center
- **Enterprise Rx** — Outpatient Pharmacy — Stroger Data Center

Left column boxes:

- **Quest Diagnostics** — Reference Lab/ACHN Main Lab
- **RALS** — POCT Glucose Testing — Stroger Data Center
- **SoftLab** — Laboratory Information System — Stroger Data Center
- **CareFusion SomnoStar** — Sleep Lab
- **GE MUSE** — Cardiology System (EKG/Holter/Stress) — Stroger Data Center
- **GE Centricity** — Cardiology System (Echo) — Stroger Data Center
- **CBORD** — Dietary Dept System — Stroger Data Center

Right column boxes:

- **M3** — Medical Document Transcription — Chicago North Side
- **Nuance** — HIM Coding — Stroger Data Center
- **ICARE** — Immunization Registry — IDPH
- **Lawson** — Item Master & Supply Usage — Stroger Data Center
- **Virco** — Core Center
- **GE Fetal Monitoring** — Stroger Data Center
- **GE Patient Monitoring** — Stroger Data Center
- **Teletracking** — Bed Tracking & Transport System — Stroger Data Center

Bottom row boxes:

- **GE PACS** — Radiology Imaging — Stroger Data Center
- **TalkTech** — Radiology Transcription — Stroger Data Center
- **CDC** — Infectious Disease — Stroger Data Center
- **Olympus** — Endoscopy Gastroenterology — Stroger Data Center
- **Phoenix** — OBGYN — Stroger Data Center
- **Viasys** — Pulmonary System — Stroger Data Center
- **Varian** — Radiation Therapy — Stroger Data Center
- **ePrescribe** — Electronic Prescriptions — Cerner Hub
- **STIX** — Employee Health — Stroger Data Center
- **QuadraMed/WinPFS** — Acuity/Supplemental Staffing System — Stroger Data Center

Center box:

Cerner Millennium
2012.01.35

Powerchart Ambulatory 2012, Powerchart, RadNet, PharmNet, FirstNet, PCO, SurgiNet Patient Scheduler and Registration, ePrescribe, LightHouse, Open Engine, CDI Scan Documents and Mobile Millennium

Flow labels:
ADT Orders Results; ADT Results; ADT; ADT, Charges SuperBill Attending Doctor Updates Diagnosis & Procedures; ADT; ADT; ADT; ADT, Orders Charges/Pocket Loads; ADT, Orders Ord Updates; ADT Transcribed Results; ADT, Results; VXU; MAD; Results; ADT; ADT, Results; ADT, Orders (Add on/Future Ord) Results, Charges; ADT; Results; ADT, Orders, Results Images; ADT, Orders, Results; ADT, Orders; ADT, Orders Rad Results; Orders Transcribed Results Lab, Rx, Rad Results; ADT, Results; Orders; ADT; ADT Charges ICD9; Eligibility, Medicaton History, SureScripts, Provider Directory; ADT; ADT, Orders Ord Updates; ADT, Lab Results

COOK COUNTY HEALTH & HOSPITALS SYSTEM
CCHHS

8

Cook County Health & Hospitals System - System Flow Diagram
Cermak Hospital

McKesson
Physician Billing

Cook County Offender Management System (CCOMS)
Cermak Inmate System
Host: Tribridge
Tampa, FL

Phoenix
OBGYN
Stroger Data Center

e MERS
UHC Datix
Risk Management
Stroger Data Center

ICARE
Immunization Registry
IDPH

Pyxis
Inpatient Pharmacy Dispensing
Stroger Data Center

Quest Diagnostics
Reference Lab/
ACHN Main Lab

ADT Orders Results

ADT Results

ADT(A01- Admit/Booking)
ADT(A03 – Discharges)
ADT(A08 – Updates)

Alert Orders

Orders

ADT

VXU

ADT, Orders
Charges/Pocket Loads

SoftLab
Laboratory Information System
Stroger Data Center

ADT, Orders
(Add on /Future Ord)
Results, Charges

Cerner Millennium
2012.01.35

Powerchart Ambulatory 2012, Powerchart, RadNet,
PharmNet, FirstNet, PCO, SurgiNet Patient Scheduler and
Registration, ePrescribe, LightHouse, Open Engine,
CDI Scan Documents and Mobile Millennium

ADT, Orders
Ord Updates

Enterprise Rx
Outpatient Pharmacy
Stroger Data Center

RALS
POCT Glucose Testing
Stroger Data Center

ADT

Eligibility,
Medicaton History,
SureScripts,
Provider Directory

ePrescribe
Electronic Prescriptions
Cerner Hub

GE MUSE
Cardiology System
(EKG/Holter/Stress)
Stroger Data Center

ADT, Orders,
Results Images

Orders
Transcribed
Results

ADT
Transcribed Results

M3
Medical Document Transcription
Chicago North Side

GE PACS
Radiology Imaging
Stroger Data Center

ADT, Orders
Rad Results

TalkTech
Radiology
Transcription
Stroger Data Center

Lab, Rx, Rad Results

CDC
Infectious Disease
Stroger Data Center

ADT
Orders

Creative Strategies
AccuFlow
Kentucky

ADT,
Results

Nuance
HIM Coding
Stroger Data Center

Overview of the HIS Dept.
HIS 2015 441 (Systems Maint.) Budget:

VENDOR CONTRACT	FUNCTION	2015 BUDGET AMNT.
Cerner Corp.	EMR	$14,030,545
Xerox Corp.	Staffing Augmentation	$10,397,248
Siemens (Cerner HS)	Financial	$9,500,000
CDW-G MS Agrmnts.	EA/ECI/Premier Suppt.	$1,578,000
Soft Computer	Lab	$1,250,000
Xerox – Lawson	ERP	$850,000
McKesson Pharm.	Pharmacy	$620,000
All Other Contracts	Various	$4,519,374
	Total All HIS Contracts	**$42,745,167**

Priority Initiatives 2015-2016

Financial

- ICD 10
- Lawson Materials, Supply Chain Optimization, ERP Integration
- ABN
- Professional Billing In house
- EMPI-Master Patient Index
- Document Quality Review-automation
- Clairvia- Scheduling and Patient Acuity
- eSignature

Priority Initiatives 2015-2016

Regulatory and Quality

- Meaningful Use
- Physician Quality Reporting System
- Electronic Prescribing of Controlled Substances
- Primary Care Medical Home Certification
- HIMSS Stage 7

Priority Initiatives 2015-2016

Patient Care Improvements

- Patient Plans of Care
- Fetal Link upgrade
- Patient Portal
- Self Registration Kiosks
- Juvenile Temporary Detention Center
- Cerner Code Upgrade
- Population Health
- Case Management

COOK COUNTY HEALTH
& HOSPITALS SYSTEM
CCHHS

Priority Initiatives 2015-2016

Provider Experience

- Single Sign On

- Dragon

- Provider Portal

Priority Initiatives 2015-2016

Technology

- Remote Hosting
- Hardware Upgrades
- Application Tier Migration
- Server Upgrades
- Network Upgrades

Interoperability

- Health Information Exchange
- Image Viewer
- CAMM Image Storage
- Laboratory and Cardiology Systems